

## ***Framework Used to Reengineer the Military Health System***

Overview: This section is a summary of the work of the First Consulting Group (FCG) for TMA-IM.

FCG defined the future state of four core processes that will support the MHS Optimization Plan. The four core processes are: (1) access to care; (2) provision of health services; (3) population health management; and (4) managing the business.

The MHS Optimization Plan will rely heavily on Information Management (IM), and so FCG identified the IM needs of the Plan in each of the core areas. FCG developed an Information Management Concept of Operations (CONOPS) Plan, included here. Finally, FCG also identified tentative MHS user information management requirements in each core area and summarized them. The summary of these requirements appears is available by request from TMA-IM ([imed@tma.osd.mil](mailto:imed@tma.osd.mil)).

The full report contains several hundred pages and five “tabs” or sections. Tabs 1, 2, and 3 are available via this website. Requests for Tabs 4 and 5 should be sent directly to TMA-IM at [imed@tma.osd.mil](mailto:imed@tma.osd.mil).

### Tab 1: Executive Summary

#### Tab 1.1 Process Models Executive Summary

#### Tab 1.2 MHS Enterprise-Wide Future Process Model, IM CONOPS Plan Summary

### Tab 2: Engagement Description

#### Phase I

#### Phase II

##### Objectives

##### Purpose

##### Membership

##### Deliverables

##### Duration

##### Work Group Membership

### Tab 3: Phase II Output

#### Information Management Guiding Principles

#### Information Movement

#### Roles and Responsibilities

#### Four Core Processes – Definitions

#### Tab 3.1 Access to Care Model

##### Component I. Manage Enrollment and Eligibility

##### Component II. Perform Assessment and Plan for Care

##### Component III. Schedule Services and Check-In

##### Component IV. Manage Patient Movement/Encounter

##### Component V. Support Beneficiary Services

##### Component VI. Assess Effectiveness of Access to Care

- Component VII. Support Community Outreach
- Tab 3.2 Provision of Health Services Future State Model
  - Component I. Assess Beneficiary Health Status
  - Component II. Plan Health Services
  - Component III. Deliver Health Services
  - Component IV. Manage Information/Manage Documentation
  - Component V. Coordinate and Integrate Health Services
  - Component VI. Ensure Quality of Health Services
- Tab 3.3 Population Health Management – Future State Model
  - Component I. Define/Assess Population
  - Component II. Develop Population Health Management Practices
  - Component III. Implement Tools/Manage Processes
  - Component IV. Evaluate
- Tab 3.4 Manage the Business Process Model
  - Component I. Deliver World-Wide Logistics
  - Component II. Manage Finances
  - Component III. Manage Human Resources
  - Component IV. Patient Financial Management
  - Component V. Perform Medical Management
  - Component VI. Review/Improve Business Management
  - Component VII. Support Managed Care Contracting
- Tab 3.5 Manage Care and Wellness, Core Process Model

Tab 4 Information Management Concept of Operations (CONOPS) Plan.  
For a copy of this plan, please contact TMA-IM at [imed@tma.osd.mil](mailto:imed@tma.osd.mil).

Tab 5 contains a number of related scenarios. For more information about this tab, please contact TMA-IM at [imed@tma.osd.mil](mailto:imed@tma.osd.mil).